# CUSTOMER ESSENTIALS

As you embark on your new journey with CMA CGM, find out about all the key essential information and processes you will need.







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Welcome

Introduction to CMA CGM Indonesia





Start your journey with CMA CGM



### - Welcome

Thank you for choosing CMA CGM group of carriers as your preferred partner for comprehensive shipping solutions. Our ability to anticipate needs and innovate new and effective solutions for our customers is proven every day. We own a diverse portfolio of brands and subsidiaries that take care of our customers and their cargo wherever they are in the world, door-to-door.







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### — Introduction to CMA CGM Indonesia





PSBB weekly barge service

Singapore







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### - Start your journey with CMA CGM

The easiest and fastest way to start shipping with us is to register for a My CMA CGM account.

#### Creating a My CMA CGM account

Register for an account and organize, follow and manage your shipments from anywhere in the world.

#### Register for an account

Video guide

#### What about My CNC and My ANL?

Your same account details can be used to access My CNC and My ANL, depending on your preferred default carrier.

#### Need help related with an account?

Kindly call our eCommerce team at 021-2854 6894. You may also email ecustomersupport@cma-cgm.com and cc dja.ebusiness@cma-cgm.com



#### Already have an account?

Find out how to reset your password or update your account details.

Reset password

**Update Account Details** 

#### Need update on your account details?

Contact us via email to dja.ebusiness@cma-cgm.com.



### - Start your journey with CMA CGM

#### **My Customer Service**

Whether you have a question on our shipping cycle or our products and services, our dedicated customer service page is here to assist you.



How to access our local website and subscribe to local news

Stay up to date with the latest news, customized to your preferences.

СМА	CGM news	s ANL news	CNC news
Click on	Subscribe	in the right-side bar to receive	the latest news via email.



Home

### Your shipment journey



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### - Find a schedule

Based on your sailing date, commodity type, POL and POD, find a suitable service based on your shipping requirements.

#### Depending on your needs, you can find the service you need based on:



you can always find available solutions.

#### Not yet on My CMA CGM?

You can also explore our shipping schedules without a My CMA CGM account on our respective carrier sites.



Simply enter your desired POL and POD to view them.

#### Find out the list of services offered by our carriers:





### - Get rates

Generate a quote that includes our ocean freight rate and other applicable charges for your ocean or multimodal shipment requirements.

#### Start with an instant quote with SpotOn

Be informed upfront on the cost of your unique deliveries (including door-to-door options), and reserve space on board with a <u>SpotOn</u> quote, valid for 24 hours:

SpotOn	Video Guide
Find out more about our:	
Inland prices	S Carrier charges
Public prices	Decal charges

details 🛛 🔊	Door to door available! Show me
ace of origin(optional)	
Port of Loading	Vessel departure from
S Enter Port Name Or Code	23-FEB-2023
Port of Discharge	
S Enter Port Name Or Code	
Place of delivery(optional)	
Enter City Name Or Code	

#### Door-to-door:

You can include your Place of Origin and Place of Delivery at the point of quote.

CMA CGM provides you with a comprehensive door to door service and tailor-made inland solutions for seamless continental connections - best suited to meet your specific requirements; including the organized pick-up and delivery of cargo, minimized delays, and optimized safety and security of transport conditions.



### - Make a booking and amend (if needed)

Already have a quote? Access your existing quotes or contractual rates at: My Quotations	<b>Booking FAQ</b> <b>Q: My booking</b> <b>A:</b> There is eithe will be placed or	<b>S</b> was released to er insufficient space the next earliest a	<b>a later sailing.</b> on board or no a vailable vessel.	<b>Why?</b> wailable equipmen	it. Rest assu	ıred, your booking
If you received a quote from your salesperson-in- charge, you can check with them directly on the validity of your contract.	Q: Why are the A: Bookings can *subject to chan	e <b>re no available s</b> n be placed 6 weeks ges	ailings for the i s* prior to vessel	next 6 weeks? ETD ID Ports, whic	ch are full at	your time of enquiry.
×						
Make a booking	01	02	03	04	05	06
Complete your booking:	Enter your:	Enter the details	Select your	Add on the CMA	Submit	Get a notification

Booking

	02	03	04	05	06
ter your: Quotation number POL POD	Enter the details of your cargo & container type	Select your vessel schedule	Add on the CMA CGM+ value- added services that you need	Submit your booking	Get a notification when your booking has been submitted

#### **Turnaround time:**

**General booking:** Your booking will be confirmed in 2 working hour (subject to rate/space/equipment/no other compliance issue).



### - Make a booking and amend (if needed)

If you have missed out any information on your booking request, you can request for changes.

### Making an amendment before the booking is released:

Send your changes via websites

#### Turnaround time after making your request:

General booking: 2 working hours. Special cargo or dangerous goods booking: 8 working hours.

#### Making an amendment after the booking has been released:

Make your changes on My CMA CGM under the Shipment Dashboard.

For special bookings, amendments need to be made more than 5 working days before the vessel ETD.

**Amend information** 

Step by step guide

#### Turnaround time after making your request:

General booking: 2 working hours. Special cargo or dangerous goods booking: 8 – 24 working hours.





### - Make a booking for special cargo or dangerous goods

Make a booking online (subject to pre-booking checks/acceptance).

#### **Pre-booking acceptance**

#### **Special cargo**

- Complete the Out Of Gauge
  (OOG) form
- For SOC, please send container numbers, CSC Plate, & Certificate to dja.bookings@cma-cgm.com

#### **Dangerous Goods (DG)**

- Attach a copy of the Material Safety Data Sheet (MSDS) and send it to <u>dja.bookings@cma-</u> <u>cgm.com</u>
- All DG is subject to approval from the DG desk & POD

#### **Booking release**

After the complete cargo information is received, approval for the cargo will take:

- CMA CGM vessel 2 working days
- Partner vessel 3 working days

You can check your booking with our booking team at dja.bookings@cma-cgm.com.

#### **Post-booking**

#### Special cargo

· No turnaround time

#### Dangerous Goods (DG)

 The shipper is required to mail their final DG document with container number to <u>dja.cargoreadiness@cmacgm.com</u>, 2 working days prior to vessel ETA latest by 2pm



### - Get an overview of your shipments

#### **Shipment Dashboard**

Gain an overview of all your shipment or container information, perform searches on different data fields (e.g., POL) and trigger a data extract on schedule:

#### **Shipment View**

nipment Dashboard   All Export/Import Shipments				Create Booking	Change view	
Inload Now	ule an extract				Rate your ship	oment dashboard
All My Shipments	• Q Search, re	eference, port, status	•	History : 2 Month	IS 🗸	
↓↑ Shipment Ref V Ref	↓↑ From (Receipt or POL)	↓↑ POL ▼ ETD	↓ <b>↑ Export Voyage</b> Vessel	↓ <b>↑ POD </b> ▼ ETA	↓↑ Shipment ∨↓↑ To do ∨ Status	
ISB1224385	ISKENDERUN, TR	<b>ISKENDERUN , TR</b> 14-FEB-2023 21:00	<b>ONVD2N1MA</b> MYNY	<b>NOUAKCHOTT , MR</b> 03-MAR-2023 07:00	Booking Processing	:
ISB1218915	ALIAGA (IZMIR AREA) , TR	<b>ALIAGA (IZMIR AREA) , TR</b> 16-FEB-2023 11:00	<b>OHFDPN1MA</b> CMA CGM BARRACUDA	SZCZECIN , PL	Cancelled	:
SIJ0417553	SINGAPORE , SG	SINGAPORE, SG		ROTTERDAM , NL	Cancelled	:
SIJ0417536	SINGAPORE, SG	SINGAPORE , SG		ROTTERDAM , NL	Cancelled	:



### Container trucking and collection

When collecting your empty container from the depot:





Engage external haulier You will need to engage an external haulier to assist in the container pick-up for stuffing.



```
Enquire about equipment
Send your enquiries or
claims on damaged
container replacements (with
photos) to
IDN.Service@cma-cgm.com
```

When gating in:



Vessel berthing location After stuffing your container with your haulier, they can retrieve the vessel berthing location for container gatein to the POL from Portnet.



## - Container trucking: Optional early gate-in

Earliest gate in request 24 hours before open stack schedule, please kindly refer to stacking period web https://stackingperiod-id.cma-cgm.com/

#### Procedure

- 1. Complete data based on provided template and submit it to IDN.Service@cma-cgm.com
- 2. Confirm acceptance of payment for all charges advised by the Cargo Readiness team, according to the approved gate-in time.



**Turnaround time:** Dependent on Terminal's approval, which is usually within the same day.

Find out more about our

Local services



**Typical charges:** Charges are applicable per booking level, please write in to <u>IDN.Service@cma-cgm.com</u> for more information.



### - Mandatory information in shipping instruction

Meeting the important timelines will ensure your shipment arrives at destination as planned.

#### Mandatory information required for your shipment:

- Booking number
- Parties: Shipper, Consignee & Notify
- Port of Receipt/POL & POD/FPOD
- Container number and seal number
- Number of packages
- Cargo description
- Gross, volume and tare weight, for Shipper Owned Containers (SOCs) (breakdown per container)
- Export Declaration (PEB/Pemberitahuan Ekspor Barang) number, date & details during SI submission in "BL Comment" column
- PEB copy upload in web.
- Payment terms (prepaid or collect)
- Payer name details in ocean freight and origin local charges

- Bill type: Original Bill of Lading (OBL) or Waybill
- Split BL, submit multiple Shipping Instructions with mentioning prefix XXXA to XXXD along with breakdown detail container on SI remarks. Combined BL, submit Shipping Instruction with mentioning "Combine with XXX, XXX & XXX on SI remarks"
- For Shipper Owned Containers (SOCs), the Container Service Charges (CSC) certification must be upload via website
- · For tank, a valid tank certification is needed



### – Important cut-off times

Meeting the important timelines will ensure your shipment arrives at destination as planned.

	anifest filing applies for* Shipping Instructions (SI) cut-off		Manifest cut-off		
	<ul> <li>Canada filing: Advanced Cargo Information (ACI)</li> <li>US filing: Advanced Manifest System (AMS)</li> </ul>	In general	48 hours prior to vessel ETA POL or transshipment port	Direct vessel: 24 hours prior ETA at POL	
	<ul> <li>Japan filing: Japan Advance Filing Rules (AFR)</li> <li>Mexico filing: Asociacion Mexicana des Agentes Navieros A.C</li> </ul>	Direct vessel	Deadline prior to ETA at POL		
Expor	<ul> <li>(AMANAC)</li> <li>China filing: China Custom Advance Manifest (CCAM)</li> <li>Europe filing: Entry Summary (ENS)</li> <li>Short transit services to PODs in Singapore, Philippine, Malaysia, Thailand and Vietnam</li> </ul>	Transshipment vessel	Deadline prior to ETA at the transshipment port (e.g., SGSIN, MYPKG, HKHKG, KRPUS)	Transshipment vessel: 24 hours prior ETA at last transhipment port	
-	Long haul services		1 day prior to ETD	Per various PODs regulatory timelines	

By submitting your SI before the deadline, you can ensure timely loading of your container on the vessel, avoid potential penalties and enjoy a smooth shipping process.



### - Submit Shipping Instructions (SI) – 1/2

#### How to submit Shipping Instructions (SI)

- Electronic submission:
- Submit online
- 3<sup>rd</sup> party submission (e.g., Inttra)

#### When will I get billed with a late SI fee?

Non-filing countries	
After cut-off documented for each vessel voyage	
Update container details in Excel Format	



Looking to save IDR 400,000 per BL? Opt for electronic submission over manual bookings when submitting your booking and SI.

#### **Turnaround time and release**

Bill of Lading (BL) draft turnaround time	Amendment turnaround time	Bill of Lading (BL) release
8 working hours	3 working hours	24 hours after vessel departure for credit customer

- For SI submission and BL amendment, access through the CMA CGM Website/Inttra/GT Nexus/Cargo Smart/Direct EDI only
- For enquiries about certificates, please contact ssc.iddocumentation@cma-cgm.com
- For BL release, please send your queries via the MyCustomerService website
- For BL collection or print BL at Counter, telex release request and request invoice, please contact <u>IDN.Service@cma-cgm.com</u>

#### **Re-export:**

• For re-export requests, please place 2nd sector booking in advance, fill up the Letter of Indemnity (LOI), arrange for import payment and submit your request to our import team with the relevant documents



### - Submit Shipping Instructions (SI) - 2/2

#### Mandatory for New transactional parties/customers

For new parties with whom a CMA CGM group Bill of Lading (BL) was not issued previously, kindly submit **any** of these documents:

- Confirmation email from the direct customer with subject company name/logo in signature (agent's mail is not acceptable) along with copy TAX ID (NPWP)
- The following documents with subject partner's name, complete address (postal code & contact details) and company logo:
  - Letter head
  - Business card
  - Official website
  - Invoice stamped or signed by subject company
  - Any other documents that can prove its relationship to potential legal group

#### How to change address in your current instruction

If the business partner has shifted to a new location, please provide one of the below official documents for confirmation:

- Confirmation email from the **direct customer** with subject company name/logo in signature (agent's mail is not acceptable)
- Notice of Moving with company stamp or business license containing the new location, provided by either direct customer or agent





## - Submit Verified Gross Mass (VGM)

#### **VGM** Declaration

Submit your instructions to prepare the Bill of Lading (BL) draft and declare the VGM of your shipment.

VGM = weight of cargo + tare weight of container

Mandatory submission needed: 48 hours prior to vessel arrival.

As part of SOLAS regulations and requirements.



Step by step guide





### - Review and amend your Bill of Lading (BL)

Guidelines and timelines to review or amend your draft BL information.





### - Make payment

Find your invoice and get more information on our payment guidelines.

#### Access invoice online via Document Dashboard



#### Export invoice

Start sent 1 day before ETD POL ID Invoice request: IDN.Service@cma-cgm.com Invoice dispute: MyCS Dispute

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#### Local cross payment

Freight collect POP ID: 3 days after ETD POL Invoice request: <u>IDN.Service@cma-cgm.com</u> Invoice dispute: MyCS Dispute

Import invoice & Notice of Arrival (NOA) Short-haul: Sent 1 working days before ETA ID Long-haul: Sent 3 working days before ETA ID Invoice dispute: <u>MyCS Dispute</u> NOA request: IDN.Service@cma-cgm.com

Invoice Dispute will be acceptable to be review within maximum 7 days from invoice date

Make an online payment with ePayment

#### Step by step guide

#### Get instant payment confirmation settlement with ePayment.

**Turnaround time:** After payment validated, your Bill of Lading (BL) will be released within 2 working hours.

#### Want to make payment but have not received an invoice?

Provide us with your BL number at <u>IDN.Service@cma-cgm.com</u> **Turnaround time:** The invoice will be sent within the day.

#### Made payment but BL still not released?

Check if the payment is made by a corporate account, as personal accounts will not be accepted.



### – Make payment (offline)

Things to note



**Payment preparation** Refer to bank beneficiary name and account details on the invoice for correct payment preparation.



Telegraphic transfer Please attach the remittance slip & payment detail and submit your ticket in the MyCS platform for document released.



Cash payment Please make payment within 7 days after vessel departure/ arrival to avoid late payment fee.

Turnaround time: After payment, please submit supporting document & payment proof via MyCS to get document (BL export and DO Import) released.



### – Access your documents

Access your shipment documents online.

#### **Documents Dashboard**

- Through our platform, access your document repository and edit your shipping easily, on-the-go
- · Access import and export documents
- View and correct your draft Bill of Lading (BL) or Sea Waybill, print the original documents or benefit from a fully digital BL

#### Get more BL papers

Drop us an email at <u>IDN.Service@cma-cgm.com</u>, and we will revert with another Acknowledgement of Receipt (AOR).



Documents   Dashbo	Rate your document management experience
Search a Booking & B/L Ref.	Q Actions V
Filters	X     ↓↑ DOCUMENT REF.     Y     ↓↑ CATEGORY     Y     ↓↑ STATUS     Y     ↓↑ DATE     Y       MY REF.     TYPE
Export / Import	~
Category	ISB1218915 ISB1218915 Booking Confirmation 16-JAN-2023 m
B/L Status	Customer Document         16-JAN-2023
В/L Туре	Booking Request
US/CA NoA Type	Rows per page:         10 ∨         Previous         1         Next         Showing 1 to 2 of 2
Invoice Status	✓ Document information
Invoice Domain	×
	Document dashboard



### – Access your documents

Access your shipment documents online.

#### **Documents not reflected on Document Dashboard?**

- Notice of Arrival (NOA) will only be reflected on consignee's account
- · Invoices will only be reflected on payer's account
- Documents will only be ready 1 calendar days prior to vessel's arrival date for short haul and 3 calendar days for long haul

### BL not reflected on Document Dashboard after MyCS submission?

• For export document either negotiable BL or Sea Waybill and or Import Delivery Order, customer may check the status ticket in MyCS website.

Turnaround time: You can expect a response within 2 working hours.





### - Track your shipments

#### **Shipment tracking**

Find shipment location, complete with timestamp, vessel and voyage information:

#### Track my shipment

#### Set up custom notifications

Receive the latest status alerts for your different needs, whether you want to be alerted when documents, e.g., Bill of Lading (BL), are available or want to flag out specific container statuses, e.g., container not gated in.

Video guide

#### Shipped On Board (SOB) date

SOB dates are available after vessel sail off. You can also refer to the estimated dates via voyage finder.

### Yet to receive the Notice of Arrival (NOA) but want to find out when your vessel will arrive?

Please provide us with your BL number via <u>IDN.Service@cma-cgm.com</u> so that we can check on LARA and Portnet.

Turnaround time: You can expect a response in 2 working hours.

If there are any delays, the revised NOA will be shared to you 3 working days before the new ETA.

#### If tracking website shows up empty, it could mean that:

The information has yet to be transmitted into the system. Information is usually transmitted 8 working hours after the vessel sails.



### – Post-booking: Container return

#### Returning of empty containers for importers

Please refer to depot detail informed on inbound delivery order (DO). List of depots in Jakarta is as per below. Branches depots can be found in CMA Web





Saturday, 08.00 - 23.00 hours Sunday, 08.00 - 15.00 hours

\*Also applicable to APL, ANL and CNC Where is the returning depot

Please refer to depot detail informed on inbound delivery order ( DO ).

for my empty container?







### **CMA CGM+ Services**



# - CMA CGM Inland Services (CCIS)

#### **Facilities**

Our facilities cover more than 40 000 sqm across Java Island in Indonesia. We also have 5 depots across Indonesia.





#### Future-forward and sustainable

Jakarta Cakung: First depot in the industry in Indonesia to have solar panels

- 148 units of solar panels
- Saving over 77,000 kg of CO2 emissions per year



# -CMA CGM+ services

Find out more about our value-added services offer and complete your shipping experience.

Easily add complementary value-added services from the CMA CGM+ range to your SpotOn instant quote.



### Cargo care

Safeguard, protect and secure your container shipments.



Supply chain agility Optimize every stage of your supply chain.





commercial partner.

Get business support services from an established



Serenity Get the right coverage to fit your cargo shipment needs.











### **Contact us**



### - Contact us

#### Need to reach out to our various departments?

Contacts

### Did not receive a response within the indicated turnaround time?

You can escalate your request with

Indonesia communication matrix

#### Need to speak to a Customer Service agent?

Access our one-stop solution for all customer queries:

#### **My Customer Service**

- Interact directly with our Customer Service agents and receive update notifications
- Easily gain an overview on your requests and their respective statuses
- Find answers to a wide range of questions in our Selfcare section

#### Not sure how it works? Find out more

Demo video





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### Additional local information

CMACGM

CMACGM



Import, export and Demurrage and Detention charges

Port FAQs

CMACGM

CMACGM

APL

CGM



CMA COM



GAS VITALITY

### Import, export and Demurrage and Detention charges

#### Import and export charges

Refer online at

https://www.cma-cgm.com/local/indonesia/tariffs-local-charges

#### **Demurrage and Detention (D&D) charges and free days** Get more information <u>here</u> or use our D&D calculators:



<u>Need more free time?</u> Choose the bundle that best suits your needs and extend your standard free time conditions up to 28 days.



### -Port FAQs

Request for information concerning Stack opening & closing time

Open stack & Closing time information available on <a href="https://localvoyagefinder-id.cma-cgm.com/">https://localvoyagefinder-id.cma-cgm.com/</a>

### Why does the voyage on Local Voyage Finder and in the Booking Confirmation (BC) not match?

The voyage number must follow as per the information on Local Voyage Finder. In the event of discrepancy, kindly send a mail to <u>IDN.Service@cma-cgm.com</u> and we will republish your BC with the actual Portnet voyage.

### Why was the vessel delay communicated on Terminal or Website without any notice or revision to the booking confirmation?

Please check our website for updates on delays and bookings. If there is no delay notice, kindly email us at <u>IDN.Service@cma-cgm.com</u>.

#### Why is my booking not reflected in Terminal or Website to process gate-in?

The vessel's berth may not have been declared yet or there was an error when EDI data submitted to terminal system. In normal circumstance, the booking will be reflected in Portnet 7 days before the vessel ETA. kindly send a mail to IDN.Service@cma-cgm.com for further assistance.



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### - Useful links

eBusiness	Indones
Charges finder	JICT Port
Container tracking	KOJA Por
Eco-calculator	NPCT por
My Customer Service	TPS SUB
Routing finder	TPKS SR
Vovage finder	TPK PNJ
	PTP BLW

Indonesia ports
KOJA Port
NPC1 port
TPS SUB port
TPKS SRG port
TPK PNJ port
PTP BLW port

#### Safety of Life at Sea (SOLAS) /Verified Gross Mass (VGM)

SOLAS - VGM management at CMA CGM



# THANK YOU

